FOR SMS TEXT MESSAGING YOU MUST SUBSCRIBE TO A CALLER DISPLAY SERVICE AND YOU MUST NOT WITHHOLD YOUR TELEPHONE NUMBER. A QUARTERLY FEE IS PAYABLE.

User Guide

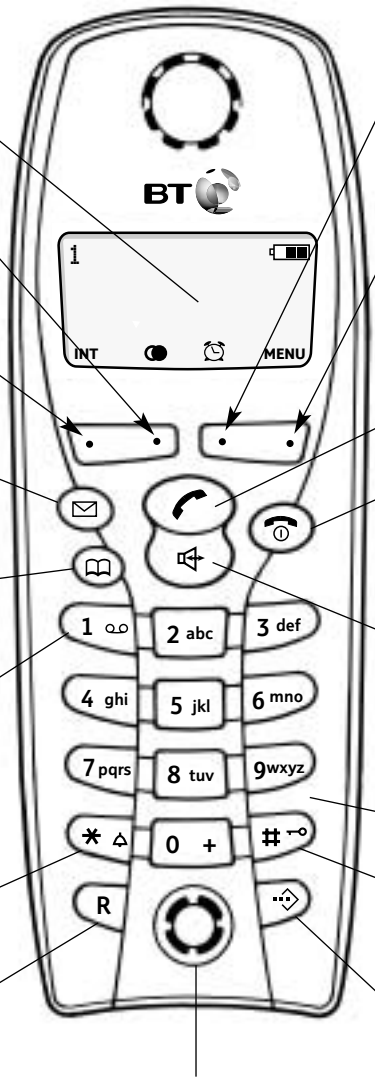
BT DIVERSE 5350

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the UK.

Please open this page for an 'At a glance' guide to your BT Diverse 5350.

At a glance



Display

Displays the status of your handset.

Right hand side

Takes you into the redial list.

Left hand side

Allows you to make an internal call.

Calls list

Lets you access your lists – calls, SMS, answering machine and voice mail.

Directory

Used to store numbers and names in the directory.

One button

As well as being the number one button hold down to access your Voice Mail service.

Star/bell

Switches the handset ringer on and off.

Recall

Press for use with switchboards and certain Network Services or press and hold to enter a pause.

Microphone

Left hand side

Lets you set the alarm clock.

Right hand side

Takes you into the menu options

Green phone

For making and answering calls.

Red phone

Press to end a call, return the display to idle or turn the power on and off.

Handsfree

Use to answer calls or make a call in handsfree mode.

Keypad

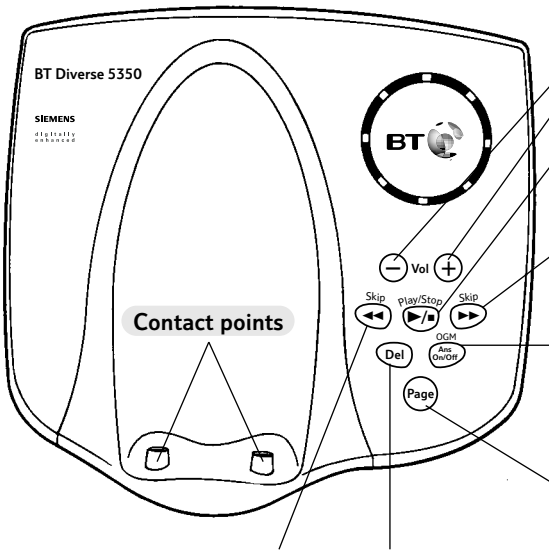
Hash/Keyguard

Hold down to switch the keypad guard on and off.

Extra Directory

Used to store an additional 10 names and numbers.

Base



Speaker volume

To decrease the loudspeaker volume.
To increase the loudspeaker volume.

Play/Stop

To playback messages.
To stop playback.

Skip

To play the next message.
To skip forward to the message after next.

Ans on/off

To switch the answering machine on/off.
Illuminates when set to Answer On.
Flashes when you have new messages stored.

Registration/Page button

Use to register handsets.
Used to page a handset.

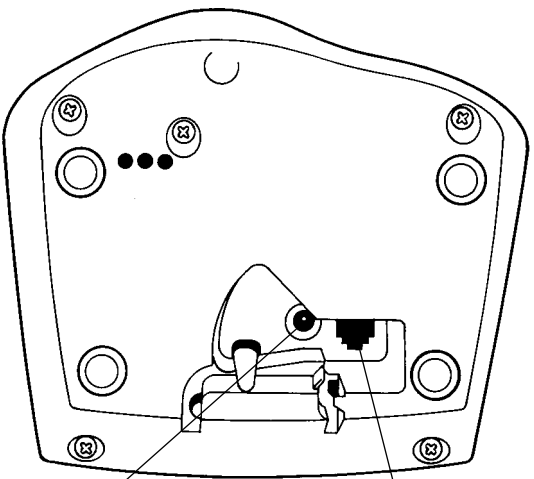
Skip

To repeat the current message. To skip back to the previous message.

Delete

To delete the current message.

Base underside



Power socket

Telephone line cord socket

In this guide

Please refer to the separate Using SMS User Guide for instructions on using the SMS functionality.

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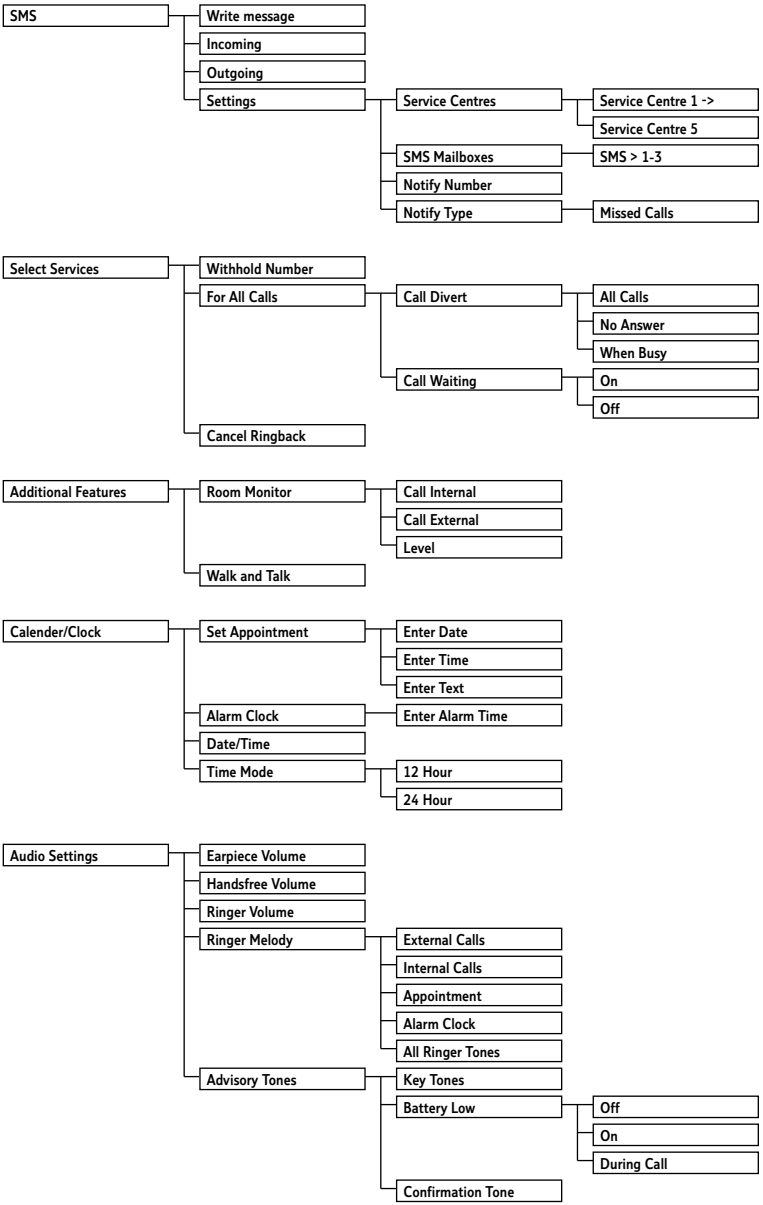
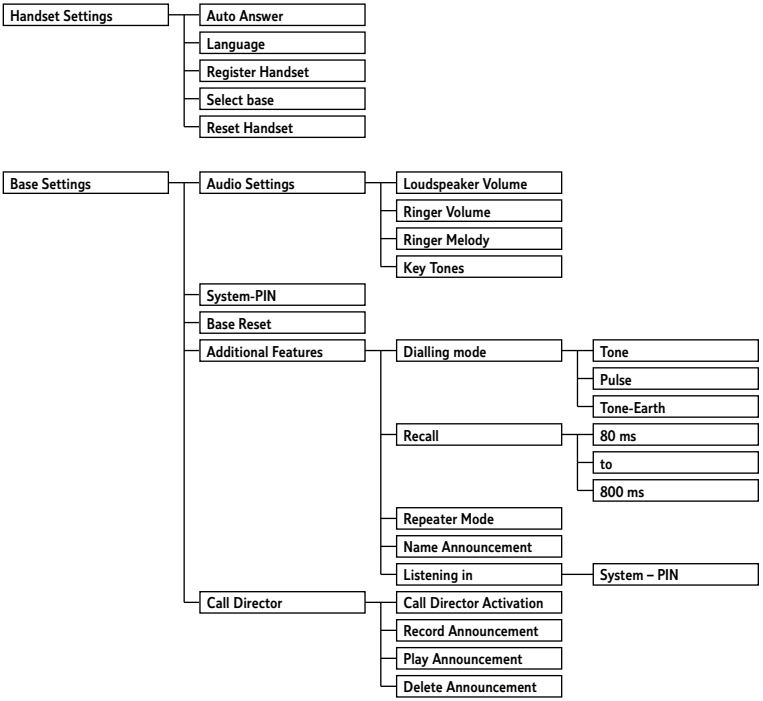
Hints and tips boxes

In this user guide, we've included helpful tips and important notes. They are shown in boxes like this.

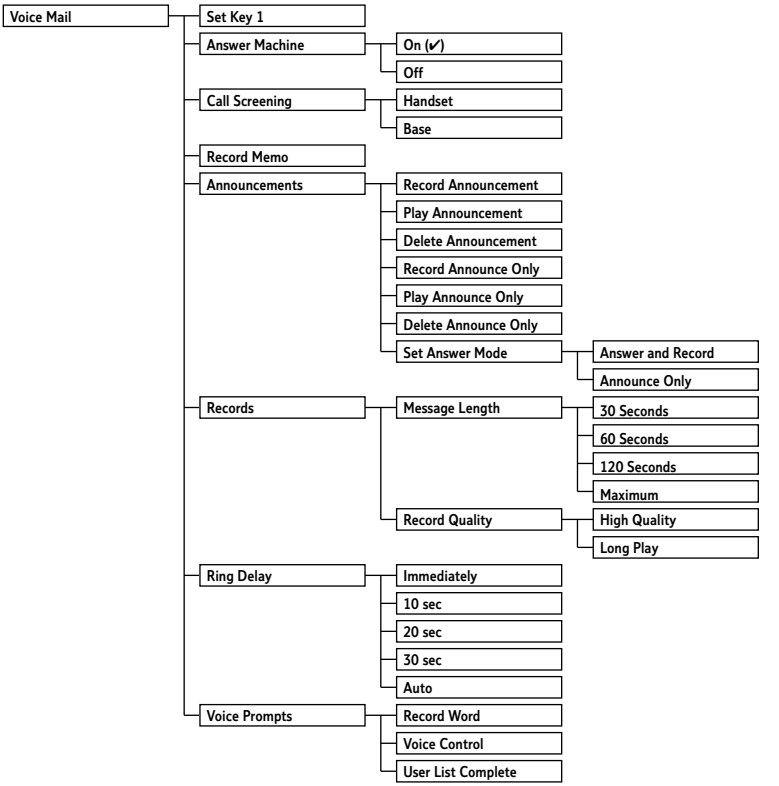
BT Diverse Helpline – 08457 908 070

Menu structure





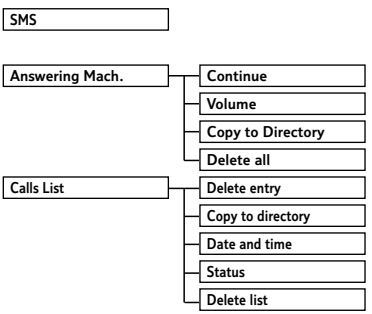
Continued on the next page…



Messages

Press ✉ to get to your Mailbox and access your text messages, voicemail, answering machine and Calls list.

The following functions are available:



Quick guide to handset settings

		Page no
Switch the handset OFF/ON: (default is ON)	Hold down.	15
Switch keyguard on/off	Hold down.	47
Switch handset ringer off	Hold down.	41
Make a call	or .	15
Redial a number	to scroll through the list to dial.	27
Copy a displayed number in the redial list to the directory	**Menu** to display `Copy to directory` **OK** **OK** add name **Menu** display shows `Save entry` **OK** .	27
Dial from the directory	to name or number you want to dial .	19
Dial from Calls list	to display `Calls List` **OK** to display the number you want .	32
Adjust handsfree volume whilst in handsfree mode	**Menu** Display shows `Volume` **OK** to decrease/increase volume **OK** .	16
Adjust earpiece volume	**Menu** display shows `Volume` **OK** to decrease/increase volume **OK** .	41
Make internal call	**Int** then select handset and click on .	28
Call all handsets	**Int** to `Call All` .	28
Transfer call to another handset	**Int** then select handset and click on . When user answers press .	28
Put caller on hold while you make an internal call	**Int** then select handset and click on . When finished press **Menu** . `Back` will be selected press **OK** .	29
Set date and time	**Menu** to display `Calender/Clock` **OK** to display `Date/Time` **OK** enter date **OK** enter time **OK** . Select `am/pm` **OK** .	14

BT Diverse Helpline – 08457 908 070

Quick guide to handset display icons

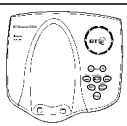
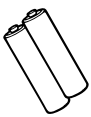
	Redial, lists up to the last 10 dialled number.
	Flashes to indicate new messages (e.g. Calls or SMS). Remains constant when you have old messages stored.
INT	For calling other handsets.
MENU	Opens the menu.
	Shows the status of the handset battery.
	Scroll through the menu.
OK	Confirms the function displayed.
	Scroll left and right when entering numbers or messages.
◂C	Deletes numbers/characters (from right to left).
	Ringer off.
	Keypad locked.
eg.	Shows the number of the handset and is displayed in top left hand corner.
	Answering machine set to ON.
	Crescendo tone.
	Appears when the time and date is set, allows access to Calendar/Clock functionality.

BT Diverse Helpline – 08457 908 070

Introduction

Unpacking your BT Diverse 5350

If anything is missing, please contact your place of purchase immediately.

One BT Diverse 5350 base station	
One BT Diverse 5300 handset	
One power supply for the base station	
One telephone line cord	
Two AAA rechargeable batteries	
One belt clip	
Battery compartment cover	

For your records

Date of purchase:
Place of purchase:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your system PIN code here:

For more information on your system PIN, *see page 52*.

Safety information

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. Power supply number is M-GA35-095130F.

For the handset use only AAA 1.2V Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 700 mAh. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. Batteries and accessories are available from **www.withandwithoutwires.com** or call **0870 240 5522**.

If the Keyguard is switched on, it is NOT possible to make calls, including emergency numbers (**999**/**112**).

Do not open the base station or handset (other than to change batteries). This could expose you to high voltages or other risks.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Setting up

Plan the location

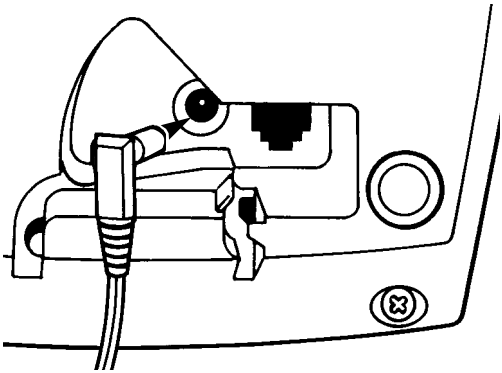
Situate your product close enough to the telephone and mains power sockets so that the cables will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

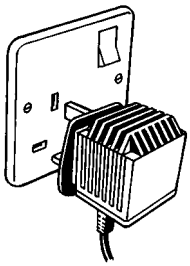
Do not situate the product in the bathroom or other humid areas.

1 Connect the base station

Plug the power supply cable into the power socket on the underside of your base.



2 Plug the power supply unit into the wall socket

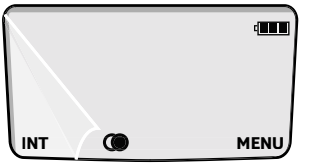


WARNING

Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the battery is charged. Answering the phone before the battery is fully charged may prevent it from reaching its optimum capacity.

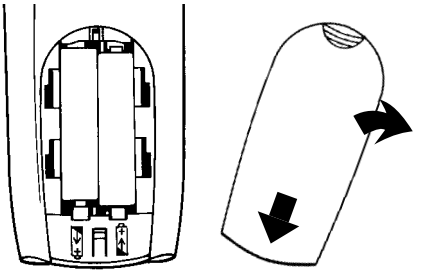
3 Registering and charging the handset

The display is protected by a plastic film. Remove the protective plastic film from the display.



Insert the batteries

Insert the two batteries supplied, as indicated inside the battery compartment and slide the battery compartment cover shut.



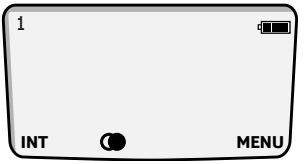
The battery cover may be found in the packaging with the batteries.

WARNING

Under no circumstances should non-rechargeable batteries be used. Only use AAA 1.2V Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 700mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone. Batteries and accessories are available from **www.withandwithoutwires.com** *or call* **0870 240 5522**.

To register your handset, place it in the base station with the display facing upward. After approx. one minute, the handset's internal number is displayed (e.g.: 1). Successful registration is signalled by a confirmation tone.

When the handset is registered the display will show:



If the icons on the display flash continuously...

It means that the handset is not registered with the base station.

Ensure you have correctly carried out step 3 above. If the product has still not registered, please see "Registering manually" on page 70.

All additional handsets you purchase will need to be individually registered with the base station before they will work with the BT Diverse 5350.

Leave the handset for approx. 16 hours in the base station to charge the batteries, as they are not charged in the factory. The battery status icon flashes on the handset to indicate that the batteries are being charged.

Battery level icons

When the batteries are almost flat a beep sounds and the display shows the empty battery icon. You will need to recharge your handset before you can use it. The various states of charge are shown below:

- *Batteries fully charged*
- *Batteries at 66%*
- *Batteries at 33%*
- *Batteries empty*

Out of range?

If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.

Battery performance

Batteries and case may become warm during charging. This is normal.

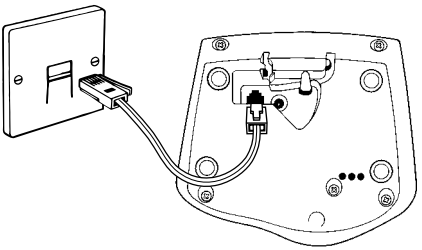
Under ideal conditions, the handset batteries should give about 13 hours talktime or 170 hours standby time on a single charge. However, new NiMH batteries do not reach their full capacity until they have been in normal use for several days.

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries are available from **www.withandwithoutwires.com** *or call* **0870 240 5522**.

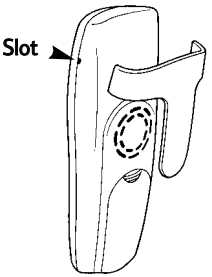
If you replace the handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.

4 Connect the telephone line cord to the base and plug into the wall socket

Ensure that each end of the line cord is fitted into the correct socket.



Fit the belt clip onto the back of the handset.



Your BT Diverse 5350 is now ready for use.

Note

If you subscribe to a Caller Display service the time and date will be set with the first incoming call. However, the year setting will have to be changed manually. See opposite.

Setting the date and time

MENU	Press the **Menu** options button.
⬇	Press the **DOWN** navigation button until the display shows `Calender/Clock`.
OK	Press the **OK** options button. `Set Appointment` appears.
⬇	Press the **DOWN** navigation button until the display shows `Date/Time`.
OK	Press the **OK** options button.
	Enter the day/month/year, e.g. **05 10 03** for 5th October 2003.
OK	Press the **OK** options button.
	Enter the time – hours/minutes. e.g. **0925** for 9:25am.
OK	Press the **OK** options button.
⬆⬇	Use the **UP/DOWN** navigation buttons to select `am/Pm` if in 12 hour mode.
OK	Press the **OK** options button.
⬇	Press the **DOWN** navigation button to `Time Mode`.
OK	Press the **OK** options button.
	Use the **UP/DOWN** navigation buttons to select 12 or 24 hour display (12hr is the default).
OK	Press the **OK** options button.
	Press the **RED PHONE** button until you reach the idle display.

Using the telephone

Note

To exit a menu at any time, press the **RED PHONE** *button. This will take you back one step. Keep pressing the* **RED PHONE** *button to return to the idle screen.*

To switch the handset power on and off

Press *and hold* the **RED PHONE** button to switch the handset off.

Press *and hold* the **RED PHONE** button to switch the handset on again.

Making and ending calls

To make an external call

Ensure the handset is switched ON.

Press the **GREEN PHONE** button. You will hear the dial tone.

Dial the number.

Preparatory dialling

Enter the phone number first.

If you make a mistake press the ◂**C** options button to remove any incorrect digits.

Press the **GREEN PHONE** button to dial the number.

To end a call

Press the **RED PHONE** button.

Call timer

Your handset automatically times the duration of all external calls, showing it on the display during your call and for a few seconds after it is finished.

To receive an external call

Press the **GREEN PHONE** button to answer the call.

Or

If the handset is on the base, simply lift it up and speak. You do not need to press the **GREEN PHONE** button.

This is called Autotalk. You can switch autotalk off so you always have to press the **GREEN PHONE** button to answer a call, *see page 46*.

Handsfree

Handsfree allows you to talk to your caller without holding the handset and enables other people in the room to listen to the conversation. Your hands are left free, for example to take notes.

Note

You can test the handsfree function by dialling the BT speaking clock on 123.

To make a handsfree call

Dial the number

Press the **HANDSFREE** button. The loudspeaker is switched on and you hear the number being dialled.

To switch back to using the handset at any time, press the **GREEN PHONE** button.

To adjust the handsfree volume whilst in handsfree mode

Whilst in handsfree mode and you want to increase or decrease the handsfree volume.

MENU Press the **MENU** options button.

OK Press the **OK** options button to select `volume`.

Using the **LEFT** or **RIGHT** navigation buttons you can either increase or decrease the volume.

OK Press the **OK** options button if you want to save the new volume setting.

To answer a call in handsfree

When the phone rings:

Press the **HANDSFREE** button. The call is transferred to the loudspeaker.

To switch to handsfree during a call

During a call you can switch to handsfree mode:

Press the **HANDSFREE** button. The call is transferred to the loudspeaker.

Press the **GREEN PHONE** button to switch back to using the handset.

Note

If you need to replace the handset in the base station during a call, for example, because the battery is flat, hold down the **HANDSFREE** *button.*

Using the directory

There are three directory options available. Up to 100 name and number directory, an extra directory where an additional 10 names and numbers can be stored and a voice activated directory. Instructions for the standard directory are described here, but please see page 72 for instructions on using the extra directory and voice activated directory.

You can store up to 100 names and numbers in the standard telephone directory. You can enter up to 32 digits and up to 16 characters.

To store an entry in the directory

Press the **DIRECTORY** button.

MENU Press the **MENU** options button. Display shows `New Entry`.

OK Press the **OK** options button.

Enter the telephone number.

OK Press the **OK** options button to enter the name.

Enter the name.

Entering names:
Enter the name using the letters on the keypad. For example, to enter the name `TOM`:

8 tuv Press the **8** button, `T` appears on the display.

6 mno Press the **6** button three times until the display shows `O`.

6 mno Then press the **6** button to display `m`.

For the full character map, *see page 18.*

MENU Press the **MENU** options button. Display shows `Save Entry`.

OK Press the **OK** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

Note

The first letter of each name, and the first letter after a punctuation mark are automatically shown as capitals. Letters are always added to the left of the cursor.

Press to switch between capitals and lower case.

Press to move the cursor.

C *Press to delete from right to left.*

Press **1** *to enter a blank space.*

Character map

These are the characters you can use when storing a directory entry.

	1st press	2nd press	3rd press	4th press	5th press	6th press	7th press	8th press	9th press	10th press	11th press	12th press	13th press	14th press
1	␣	1	€	£	$	¥	¤							
2 abc	a	b	c	2	ä	á	à	â	ã	ç				
3 def	d	e	f	3	ë	é	è	ê						
4 ghi	g	h	i	4	ï	í	ì	î						
5 jkl	j	k	l	5										
6 mno	m	n	o	6	ö	ñ	ó	ò	ô	õ				
7 pqrs	p	q	r	s	7	ß								
8 tuv	t	u	v	8	ü	ú	ù	û						
9 wxyz	w	x	y	z	9	ÿ	ý	æ	ø	å				
*	a→A	✶	/	(	)	<	=	>	%					
0 +	.	,	?	!	0	+	-	:	¿	¡	“	‘	;	–
#	#	@	\	&	§									

VIP ringing

You can mark directory entries of callers who are important to you as VIP callers. You can also allocate a particular melody to VIP callers so you can tell who is calling from the melody. The VIP melody will sound after the first ring tone.

To mark a directory entry as a VIP caller

Press the **DIRECTORY** button.

Use the **DOWN** navigation button to scroll to the entry you want.

MENU Press the **MENU** button.

Press the **DOWN** navigation button until the display shows VIP Entry.

OK Press the **OK** options button.

You will hear the current melody. Use the **DOWN** navigation button to select a melody (**1-10**). You will hear each melody as you scroll through.

OK Press the **OK** options button.

Press the **RED PHONE** button to return to the idle screen.

The entry is now stored in the directory with VIP next to it.

To dial a number in the directory

Press the **DIRECTORY** button.

Press the **DOWN** navigation button to scroll through the names which are listed in alphabetical order.

Or

Enter the first letter of the name you want, e.g. for Emma, press **3** *twice* to search for names beginning with E.

3 def

Press the **GREEN PHONE** button. The number is dialled.

To view directory entry

Press the **DIRECTORY** button.

Press the **DOWN** navigation button to scroll through the entries.

Or

Press the first letter of the name you are looking for.

Press the **RED PHONE** button until you reach the idle display.

To edit a directory entry

Press the **DIRECTORY** button.

Use the keypad to enter the first letter of the name you wish to edit.

Then press the **DOWN** navigation button to scroll to the exact entry.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until `Edit Entry` is displayed.

OK Press the **OK** button.

Edit the number, if necessary, using the **LEFT/RIGHT** and **DELETE** buttons.

OK Press the **OK** button.

The name will be displayed. Edit the name if necessary by using the **LEFT/RIGHT** and **DELETE** buttons as above.

MENU If the name is correct, press the **MENU** button, `Save Entry` is displayed.

OK Press the **OK** button. The display will show `Entry Saved`.

Press the **RED PHONE** button until you reach the idle display.

To copy an entry to another Diverse 5000 handset

You can copy individual directory entries from the directory or extra directory to another Diverse 5000 handset that is registered to the same base.

Press the **DIRECTORY** or **EXTRA DIRECTORY** button to open the directory.

Press the **DOWN** navigation button to scroll to the entry you want to copy.

MENU Press the **MENU** button.

Press the **DOWN** navigation button until the display shows `Send Entry`.

OK Press the **OK** options button.

Use the **DOWN** navigation button to select the handset you wish to copy the entry to.

OK Press the **OK** options button.

Press the **RED PHONE** button until you reach the idle display.

To copy the entire directory to another Diverse 5000 handset

You can copy the entire directory or extra directory to another Diverse 5000 handset that is registered to the same base.

Press the **DIRECTORY** or **EXTRA DIRECTORY** button to open the directory.

Press the **DOWN** navigation button to scroll to the entry you want to copy.

MENU Press the **MENU** button.

Press the **DOWN** navigation button until the display shows `Send List`.

OK Press the **OK** options button.

Use the **DOWN** navigation button to select the handset you wish to copy the entire directory to.

OK Press the **OK** options button.

Press the **RED PHONE** button until you reach the idle display.

To delete an entry

Press the **DIRECTORY** button and open the directory.

Press the **DOWN** navigation button to scroll to the entry you want to delete.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Delete Entry`.

OK Press the **OK** options button to confirm. You hear a confirmation beep.

Press the **RED PHONE** button until you reach the idle display.

To delete the entire directory

Press the **DIRECTORY** button and open the directory.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Delete List`.

OK Press the **OK** options button. `Delete List?` is displayed.

OK Press the **OK** options button.

Press the **RED PHONE** button until you reach the idle display.

Extra directory

Your BT Diverse 5350 has an additional 10 name and number directory. It is recommended that this is used for special numbers i.e. doctor, dentist, takeaway numbers.

Press the **EXTRA DIRECTORY** button.

The structure of this directory is the same as the main directory. You can follow the instructions starting on page 16 for storing, dialling, viewing, editing and deleting these names and numbers.

Voice activated directory dialling

You can enter the voice activated directory by pressing the **DIRECTORY** button *twice*.

With voice activated dialling you can dial numbers that you save by speaking the name of the person you wish to call. To do this you must save an entry and then record your voice pattern, which will then be stored in the handset.

Up to four users can store their voice patterns. You will need to allocate a user number (User 1-4) for each person using the handset which they will need to enter when recording, deleting or editing voice patterns. (You can enter a user name instead of using user 1-4, please see *page 26*).

A maximum of 20 voice patterns can be stored for directory entries. This could be for example 20 directory entries each with one voice pattern saved or a maximum of 5 directory entries with a voice pattern saved by 4 different users.

To record a voice pattern for a new entry

Press the **DIRECTORY** button *twice*.

Display shows
`Voice Directory:`
`  Select User`

OK Press the **OK** options button.

Use the **UP/DOWN** button to select the User number (User 1-4).

OK Press the **OK** options button.

MENU Press the **MENU** button.

Press the **DOWN** button until the display shows `New Entry`.

OK Press the **OK** options button.

Enter the telephone number using the keypad.

OK Press the **OK** options button.

Enter the name using the keypad.

OK Press the **OK** options button.

Display shows `Entry Saved`.

MENU Press the **MENU** options button.

Display shows `Record Word`.

OK Press the **OK** options button.

Display shows `Start recording` (with the name underneath).

OK Press the **OK** options button and hold the handset to your ear.

You will hear a short tone. Speak the name. You will hear, *'Please repeat again'*, and a short tone. Speak the name again. Your recording is stored and your entry will be marked with a ✓.

Press *and hold* the **RED PHONE** button to return to the idle screen.

Note

If your two recordings sound too different then you will be prompted to record them again. Also if your speech pattern is too similar to another users a message will tell you. Press the **RED PHONE** *button to return to the start and repeat the recording procedure.*

To record a voice pattern for an existing entry

Press the **DIRECTORY** button *twice*.

Display shows
`Voice Directory:`
`Select User`

OK Press the **OK** options button.

Use the **UP/DOWN** button to select the User number (User 1-4).

OK Press the **OK** options button.

Use the **DOWN** button to scroll to the entry you want.

MENU Press the **MENU** options button.

Display shows `Record Word`.

OK Press the **OK** options button.

Display shows `Start recording` (with the name underneath).

OK Press the **OK** options button and hold the handset to your ear.

You will hear a short tone. Speak the name. You will hear, *'Please repeat again'*, and a short tone. Speak the name again. Your recording is stored and your entry will be marked with a ✓.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To dial a number using voice activated dialling

Press *and hold* the **GREEN PHONE** button.

Display will show
`Please speak now!`

After the tone, speak the name of the entry you wish to dial.

If the name matched the voice pattern the number will be dialled.

To play a user's voice pattern

Press the **DIRECTORY** button *twice*.

Display shows
`Voice Directory:`
`  Select User`

OK Press the **OK** options button.

Use the **UP/DOWN** button to select the User number (User 1-4).

OK Press the **OK** options button.

Use the **DOWN** button to scroll to the entry you want.

MENU Press the **MENU** options button.

Display shows `Record Word`.

Use the **DOWN** button to scroll to `Play Recording`.

OK Press the **OK** options button.

The loudspeaker will play the name.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To delete a voice pattern

Press the **DIRECTORY** button *twice*.

Display shows
`Voice Directory:`
`  Select User`

OK Press the **OK** options button.

Use the **UP/DOWN** button to select the User number (User 1-4).

OK Press the **OK** options button.

Use the **DOWN** button to scroll to the entry you want to delete.

MENU Press the **MENU** options button.

Display shows `Record Word`.

Use the **DOWN** button to scroll to `Delete Word`.

OK Press the **OK** options button.

Display shows `Record deleted!` and you will hear a tone.

The voice pattern is deleted but the name and number will remain stored. The ✓ will disappear after the entry. The voice patterns of other users for the same entry are unaffected.

To view or edit a voice activated entry

Press the **DIRECTORY** button *twice*.

Display shows
`Voice Directory:`
`Select User`

OK Press the **OK** options button.

Use the **UP/DOWN** button to select the User number (User 1-4).

OK Press the **OK** options button.

Use the **DOWN** button to select the entry you want to view.

To edit the entry:

MENU Press the **MENU** options button.

Use the **DOWN** button to scroll to `Edit Entry`.

OK Press the **OK** options button.

Edit the number using the **LEFT/RIGHT** and **DELETE** buttons and re-enter the correct digits.

OK Press the **OK** options button.

Edit the name using the **LEFT/RIGHT** and **DELETE** buttons and re-enter the correct characters.

OK Press the **OK** options button.

Display shows `Entry saved`.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To delete a voice activated entry

Press the **DIRECTORY** button *twice*.

Display shows
`Voice Directory:`
`Select User`

OK Press the **OK** options button.

Use the **UP/DOWN** button to select the User number (User 1-4).

OK Press the **OK** options button.

Use the **DOWN** button to select the entry you want to delete.

MENU Press the **MENU** options button.

Use the **DOWN** button to scroll to `Delete Entry`.

OK Press the **OK** options button.

Display shows `Entry has been deleted!` and you will hear a tone.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To delete the entire voice activated list

Press the **DIRECTORY** button *twice*.

Display shows
`Voice Directory:`
`Select User`

OK Press the **OK** options button.

Use the **UP/DOWN** button to select the User number (User 1-4).

OK Press the **OK** options button.

Use the **DOWN** button to scroll to `Delete List`.

OK Press the **OK** options button.

Display shows `Delete List?`

OK Press the **OK** options button.

Display shows `List deleted` and you will hear a tone.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To enter a user name for a voice user

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Voice Mail`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Voice Prompts`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `User List Complete`.

OK Press the **OK** options button.

Use the **UP/DOWN** button to select the user number you want to enter a name for (User 1-4).

MENU Press the **MENU** button.

Display shows
`Change User Name`.

OK Press the **OK** options button.

◂C Use the **◂C** button to delete unwanted characters and then use the keypad to enter the name you want.

OK Press the **OK** options button to confirm.

Press *and hold* the **RED PHONE** button to return to the idle screen.

Redial

Your handset automatically saves the last 10 telephone numbers dialled into a redial list.

To dial a number in the redial list

- Press the **REDIAL** options button. The last number dialled will be displayed.
- Press the **DOWN** navigation button to scroll through the redial list.
- Press the **GREEN PHONE** button to dial the number.

To copy numbers shown in the redial list to the directory

- Press the **REDIAL** options button.
- Press the **DOWN** navigation button to scroll to the number you want to copy.
- **MENU** Press the **MENU** options button.
- Press the **DOWN** navigation button until the display shows `Copy to Directory`.
- **OK** Press the **OK** options button.
- **OK** Press the **OK** options button again.
- Enter the name (for details, *see page 17)*.
- **MENU** Press the **MENU** options button. The display shows `Save Entry`.
- **OK** Press the **OK** options button to confirm.
- Press the **RED PHONE** button until you reach the idle display.

Note

To cancel any procedure, press the **RED PHONE** *button until the display returns to idle.*

To delete a number from the redial list

- Press the **REDIAL** options button.
- Press the **DOWN** navigation button to select the number for deletion.
- **MENU** Press the **MENU** options button.
- Press the **DOWN** navigation button until the display shows `Delete Entry`.
- **OK** Press **OK** to confirm deletion.
- Press the **RED PHONE** button until you reach the idle display.

Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

To switch secrecy on/off

During a call:

INT Press the **INT** options button. The microphone is switched off. The caller hears musical tones.

Press the **RED PHONE** button to return to the caller.

Paging and internal calls

You can alert handset users that they are wanted, or locate a missing handset.

If you have multiple handsets registered to the base you can make internal calls between handsets.

INT Press the **INT** options button.

A list of all the handsets that are registered to the base are listed, you can select any of them.

Your handset is identified by INT 1 <.

Press the **DOWN** navigation button to highlight the handset you want to call and press the **GREEN PHONE** button.

Or

Press the handset number you want to call on the keypad.

Or

Call All Select the Call All option to page all the handsets registered to the base and press the **GREEN PHONE** button.

The line will be seized by the first handset user to answer the call.

Note

You can also page all handsets by pressing the **PAGE** *button on the base station.*

To transfer an external call between handsets

You can forward an external call to another handset registered to the base.

During an external call:

INT Press the **INT** options button to display the list of handsets. Your caller hears musical tones.

Press the **UP** or **DOWN** navigation button to select the handset you want to call or Call all handsets.

Press the **GREEN PHONE** options button to call. When the other handset answers you can tell them you are transferring the call.

Press the **RED PHONE** button to put the call through.

Note

You can also put the call through without announcing it by immediately pressing the **RED PHONE** *button after dialling the other handset.*

To put an external call on hold while you make an internal call

This enables you to ask another handset user a question and then get straight back to your caller.

During a call:

INT Press the **INT** options button to display the list of handsets. Your caller hears musical tones.

Press the **UP** or **DOWN** navigation button to select the handset you want to call.

Or

Press the handset number you want to call on the keypad.

Press the **GREEN PHONE** button to call.

You can now speak with the other handset user.

To return to your external caller:

MENU Press the **MENU** button and `Back` will be displayed.

OK Select the **OK** options button which will reconnect you to the external call.

To answer a waiting call during an internal call

If you are making an internal call and hear the Call Waiting tone you can immediately take the incoming call.

MENU Press the **MENU** button.

OK To accept Call Waiting, press the **OK** options button.

Or

To reject Call Waiting, press the **DOWN** navigation button.

The display shows `reject Call Waiting`.

OK Press the **OK** options button.

Note

If you accept Call Waiting you will automatically terminate your internal call.

Listening in to an external call

While on an external call another handset user can listen in to the conversation and also choose to join the conversation. A tone will sound to indicate when another user joins the conversation. To use this feature you will need to switch it on, the default setting is off.

To switch listening in on and off

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Base Settings`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Additional Features`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Listening in`.

OK Press the **OK** options button.

Display shows `System PIN:` Enter the system PIN (original setting = `0000`).

OK Press the **OK** options button.

Display shows `Listening in`.

OK Press the **OK** options button to switch on or off. The tick indicates that listening in is switched on.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To listen in on an external call

When the telephone is being used by another handset user on an external call, the display will show `Line in use`. If you wish to listen in on the call:

Press the **GREEN PHONE** button.

You can now listen in on the call. A tone will sound so the other parties know that you are listening in.

To stop listening in, press the **RED PHONE** button.

Note

If the first handset user presses the **RED PHONE** *button during the call they will leave the conversation, however, the handset that is listening in will still be connected to the external caller.*

Caller Display and other BT Calling Features

IMPORTANT

To use Caller Display and Call Waiting you must first subscribe to the Services from your Network Provider. For more information on BT's Calling Features call BT free on **0800 800 150**.

If you subscribe to a Caller Display Service you can see who is calling you on your handset display, as well as the date and time of their call (unless the number has been withheld).

If you have stored a name to go with the number in your handset directory, the name will be displayed as well.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the directory.

If the caller has withheld their number, the display will show WITHHELD.

If you call from another internal handset, the display shows the handset number and INT.

Note

If you have a new call in your Calls list, the ✉ icon will flash on the handset display.

Note

Calls that are 'withheld', 'unavailable' or 'international' are not stored in the Calls list, as there is no telephone number sent via the Network.

Calls list

The Calls list contains the telephone numbers of your last 10 callers.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers in the list and copy them into the directory.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

The ✉ button lets you open:

- Text messages (SMS).
- Answering machine messages.
- Calls list.

To view the Calls list

When you have new calls, the ✉ icon flashes in the display.

Press the **ENVELOPE** button.

Press the **DOWN** navigation button until the display shows, e.g. `Calls List: 03+07`.

In this example, you have received 3 new calls and you have 7 old calls (calls you have already viewed).

OK Press the **OK** options button to display the most recent number that called you.

Press the **UP** or **DOWN** navigation button to display all your new calls, followed by all your old calls.

Note

To exit the Calls list at any time, press the **RED PHONE** *button until you reach the idle display.*

WHEN A CALLS LIST ENTRY IS DISPLAYED YOU HAVE THE FOLLOWING OPTIONS:

To call the number:

Press the **GREEN PHONE** button. The number displayed is dialled.

To display the date and time the call was received:

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Date and Time`.

OK Press the **OK** options button.

The date and time of the call are displayed.

OK Press the **OK** options button to return to the Calls list.

To display the status of the call:

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Status`.

OK Press the **OK** options button.

The display shows whether the call is a `New Call` or an `Old Call` and the number of the call in the Calls list, e.g. `01/10` – the first call in a list of ten.

OK Press the **OK** options button to return to the Calls list.

To copy a number from the Calls list to the directory:

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Copy to Directory`.

OK Press the **OK** options button.

The number is displayed.

OK Press the **OK** options button.

The display shows `<Enter Name>`.

Enter the name of the person using the keypad.

MENU Press the **MENU** options button.

The display shows `Save Entry`.

OK Press the **OK** options button.

`Entry Saved` is displayed.

The display automatically returns to show the Calls list.

To delete a call from the Calls list:

MENU Press the **MENU** options button.

The display shows `Delete Entry`.

OK Press the **OK** options button.

The display shows `Entry has been deleted!`

The display then shows the next Calls list entry.

To delete the whole Calls list:

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Delete List`.

OK Press the **OK** options button.

The display shows `Calls list empty!`

Press the **RED PHONE** button until you reach the idle display.

Voice announced Caller Display

When you receive an external call you will hear the ringer and the caller's name will be announced if you have subscribed to your network provider's Caller Display service and you have recorded a voice pattern for the incoming number. Please see *page 31* for more information about Caller Display.

To switch the voice announcement on and off

MENU Press the **MENU** options button.

Display shows `SMS`.

Press the **DOWN** button until the display shows `Base Settings`.

OK	Press the **OK** options button.
⬇	Press the **DOWN** button until the display shows `Additional Features`.
OK	Press the **OK** options button.
⬇	Press the **DOWN** button until the display shows `Name Announcement`.
OK	Press the **OK** options button.
OK	Press the **OK** options button to switch on or off. The ✓ indicates when it is switched on.
☎	Press *and hold* the **RED PHONE** button to return to the idle screen.

SMS (text messaging)

For instructions on using the SMS functionality, please refer to the separate *'Using SMS user guide'*.

Answering machine

For instructions on listening to your answering machine messages, *see pages 62 and 64*.

Call Waiting

If you also subscribe to a Call Waiting Service, when you are on a call and another person tries to call you, the second caller's number will appear on the handset display and you will hear an intermittent beep through the handset. This is to alert you to the other caller waiting to speak to you.

To accept a waiting call

	During a call when you hear the Call Waiting beeps:
	The number (and name if stored in the directory) of the second caller will appear on the display.
MENU	Press the **MENU** options button.
	Display shows `Accept Call Waiting`.
OK	Press the **OK** options button.
⬆⬇	Press the **UP** or **DOWN** navigation buttons to toggle between callers.

Other BT Calling Features

Your BT Diverse 5300 handset helps you use your Network's special services. For full details ask your Network provider.

Options before you make a call

Before making a call you can:

- Withhold your number from being sent for one call.
- Switch Call Waiting on/off.
- Switch off Ring Back.
- Divert all calls to another number (must be subscribed to).

To withhold your number from being sent

Your number appears on the display of the person you call. You can withhold it from the next call.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Select Services`.

OK Press the **OK** options button.

The display shows `Withhold Number`.

OK Press the **OK** options button.

Enter the telephone number you want to call.

OK Press the **OK** options button to dial.

The number is dialled and your number is withheld for this call.

To switch Call Waiting on/off

You can choose whether to have your Call Waiting service switched on or off depending on what you are doing i.e. if you are using the Internet via your PC and do not want Call Waiting to interrupt you.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Select Services`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `For All Calls`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until display shows `Call Waiting`.

OK Press the **OK** options button.

Press the **DOWN** navigation button to choose between `On` or `Off`.

OK Press the **OK** options button.

Press the **RED PHONE** button until you reach the idle display.

Ring Back Off

If you make a call and the number is engaged you can set your telephone to ring you back once the number is free by pressing **5**. If you want to cancel this request i.e. if you have to go out before the call rings back.

MENU Press the **MENU** button.

Display shows `Select Services`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until `Cancel Ringback` is displayed.

You will hear a Network message confirming your divert request.

OK Press the **OK** options button.

Press the **RED PHONE** button until you reach the idle display.

To set Call Divert

Note

Call Divert requires subscription from your Network provider. You may be charged a subscription fee.

You can divert all incoming calls to another number where you can be reached.

You can divert calls:

- `All calls` – calls are put straight through to the number you have set.
- `No answer` – calls are forwarded if your phone is not answered.
- `When busy` – calls are forwarded if your phone is engaged.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Select Services` highlighted.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `For All Calls`.

OK Press the **OK** options button.

Display shows `Call Divert`.

OK Press the **OK** options button again.

Press the **UP** or **DOWN** navigation button to display the option you want `All Calls`, `No Answer` or `When Busy`.

OK Press the **OK** options button again.

Select `On` or `Off`.

OK Press the **OK** options button.

Enter the telephone number you want your calls diverted to.

OK Press the **OK** options button.

You will hear a Network message confirming your divert request.

Press the **RED PHONE** button until you reach the idle display.

Additional features

Voice Mail

You can set the 1 button as a quick access button to either the answering machine or your voice mail service if you have Call Minder or another network messaging service on your telephone line.

To set one-touch access to your messages

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows Voice Mail.

OK Press the **OK** options button.

The display shows Set Key 1.

OK Press the **OK** options button.

The display shows Network Mailbox or Answering Machine.

OK Press the **OK** options button.

To select either Network Mailbox or Answering Machine.

IF Network Mailbox is selected:

Enter the telephone number of your messaging service. For example, **1571** to access the 'BT Answer' voice mail service.

OK Press the **OK** options button. Display shows Entry Saved.

Press the **RED PHONE** button until you reach the idle display.

To set up quick access to your Voice Mail service when behind a switchboard e.g. Meridian Mail

Follow the steps previously given, but when you come to enter the telephone number of your messaging service, you will need to follow the example below:

Enter the access number for your messaging service, e.g. 7000.

R Press *and hold* the **RECALL** button until P is displayed to enter a pause in the dialling sequence.

Enter your extension number, followed by a hash, e.g. 1234 #.

R Press *and hold* the **RECALL** button until P is displayed to enter another pause in the dialling sequence.

Enter your PIN followed by a hash, e.g. 000000 #.

The entire number should look like this:

7000P1234#P000000#

OK Press the **OK** options button.

Press the **RED PHONE** button until you reach the idle display.

Note

If you store your security PIN as part of the quick access number, anyone with access to the handset will be able to retrieve your messages.

To retrieve messages from your Voice Mail service

Press and *hold down* the **1** button.

When set up it will take you into your message service. If during the set up you entered your security PIN as well as the telephone number you will be taken quickly into your messages. If the security PIN was not included you will have to enter this number now, followed by a **#**.

You will then be taken into your messages.

Press the **RED PHONE** button until you reach the idle display.

Call Director

If you have more than one handset registered to the base station, external callers can directly dial a specific handset.

After dialling your phone number, the caller is asked to select the number of the person they wish to speak to or they will hear your personal Call Director announcement. They will have 5 seconds to dial the internal handset number. If no one answers, then the answering machine will pick up the call after the specified ring delay, if the answer machine is set to ON. However, even though only the specified handset will ring, the call will be displayed and can be answered by any handset registered to the base by pressing the **GREEN PHONE** button.

For Call Director to work you must switch the feature on and you will need to record an announcement.

To switch Call Director on and off

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows Base Settings.

OK Press the **OK** options button.

↓ Press the **DOWN** button until the display shows `Call Director`.

OK Press the **OK** options button.

Display shows `Call Director Activation`.

OK Press the **OK** options button to switch on or off. The tick indicates that Call Director is switched on.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To record a Call Director announcement

You can record your own personal Call Director announcement, a typical announcement could be, *'To speak to John, press 1, to speak to Anne, press 2,'* or you can use the pre-recorded announcement.

MENU Press the **MENU** options button.

↓ Press the **DOWN** button until the display shows `Base Settings`.

OK Press the **OK** options button.

↓ Press the **DOWN** button until the display shows `Call Director`.

OK Press the **OK** options button.

Display shows `Call Director Activation`.

↓ Press the **DOWN** button until the display shows `Record Announcement`.

OK Press the **OK** options button.

Display shows `Press OK Speak after tone`.

OK Press the **OK** button. You will hear a tone.

Speak your announcement into the handset. When you have finished, press the **OK** button.

OK

Your announcement will be played back to you.

To play your Call Director announcement

MENU Press the **MENU** options button.

↓ Press the **DOWN** button until the display shows `Base Settings`.

OK Press the **OK** options button.

↓ Press the **DOWN** button until the display shows `Call Director`.

OK Press the **OK** options button.

Display shows `Call Director Activation`.

Press the **DOWN** button until the display shows `Play Announcement`.

OK Press the **OK** options button.

Your announcement will be played back to you.

To delete your Call Director announcement

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Base Settings`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Call Director`.

OK Press the **OK** options button.

Display shows `Call Director Activation`.

Press the **DOWN** button until the display shows `Delete Announcement`.

Display shows `Delete. Are you sure?`.

OK Press the **OK** options button to confirm.

Press *and hold* the **RED PHONE** button to return to the idle screen.

Handset settings

You can choose a range of settings to suit your personal preferences.

To change the earpiece volume and handsfree volume

You can choose from:

- 3 earpiece volume levels
- 5 handsfree loudspeaker volume levels.

MENU Press the **MENU** options button.

↓ Press the **DOWN** navigation button until the display shows `Audio Settings`.

OK Press the **OK** options button.

The display shows `Earpiece Volume`.

OK Press the **OK** options button. You hear the current earpiece volume.

← → Press the **LEFT** or **RIGHT** navigation button to set the volume level you want.

OK Press the **OK** options button.

↓ Press the **DOWN** navigation button to select the handsfree volume.

OK Press the **OK** options button. You hear the current handsfree volume.

← → Press the **LEFT** or **RIGHT** navigation button to set the volume level you want.

OK Press the **OK** options button to confirm and save the settings.

Press the **RED PHONE** button until you reach the idle display.

To set the ringer volume and melody

You can choose from:

- 5 ringer volumes (original setting = 3)
- Crescendo ring (increasing volume)
- Ringer off
- 10 ringer melodies

MENU Press the **MENU** options button.

↓ Press the **DOWN** navigation button until the display shows `Audio Settings`.

OK Press the **OK** options button.

↓ Press the **DOWN** navigation button until the display shows `Ringer Volume`.

OK Press the **OK** options button. You hear the current ringer volume.

◀ ▶ Press the **LEFT** or **RIGHT** navigation button to set the ringer level you want.

OK Press the **OK** options button.

▼ Press the **DOWN** navigation button to select the ringer melody.

OK Press the **OK** options button.

Select whether external calls or internal calls:

OK Press the **OK** options button.

▲▼ Press the **UP** or **DOWN** navigation button to set the ringer melody you want. The melody is played and its number shown.

OK Press the **OK** options button to confirm and save the settings.

A ✓ is displayed next to the `Set melody`.

Press the **RED PHONE** button until you reach the idle display.

Shortcut button

*If you want to switch the handset ringer off quickly you can also press and hold the * button. The icon is displayed. To turn the handset ringer back on press and hold down the * button again and the symbol will disappear.*

To change the display language

MENU Press the **MENU** options button.

▼ Press the **DOWN** navigation button until the display shows `Handset Settings`.

OK Press the **OK** options button.

▼ Press the **DOWN** navigation button until the display shows `Language`.

OK Press the **OK** options button.

▼ Press the **DOWN** navigation button to display the language you want.

OK Press the **OK** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

Alarm clock

You can use your handset as an alarm clock. You must set the date and time before the alarm will work. The alarm will ring daily until the setting is turned off.

To set the alarm

Press the **ALARM CLOCK** options button.

Display shows `Alarm Clock`.

OK Press the **OK** options button.

Display shows `Enter alarm time` and the first digit of the time will be flashing.

Enter the time you want the alarm to go off at.

OK Press the **OK** options button.

Use the **UP/DOWN** navigation button to select `am/Pm` if in 12 hour mode.

OK Press the **OK** options button.

Display shows `Entry Saved`.

Press the **RED PHONE** button until you reach the idle display.

The icon will be displayed in the top right of the handset display to indicate that the alarm has been set.

Note

The alarm will only sound if the handset is in idle mode. The alarm will not sound if the Room Monitor function is being used.

To stop the alarm ringing

When the alarm goes off it sounds like an incoming call and lasts for about 30 seconds. The display will also show `< < < Alarm Clock > > >` flashing.

Press any button to switch the alarm off.

To cancel the alarm setting

The alarm will ring daily until you cancel the setting.

Press the **ALARM CLOCK** options button.

Display shows `Alarm Clock` with a ✓ above the **OK** options button.

OK Press the **OK** options button.

You will hear a tone and the ✓ will disappear. Press the **RED PHONE** button until you reach the idle display.

The icon will have disappeared from the top of the handset display.

Appointment call

You can use your handset to remind yourself of an appointment. You can set the time and date of the appointment and enter a name for it. The alarm will ring on the time and date you have set.

To set the appointment call

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows Calender/Clock.

OK Press the **OK** options button.

Display shows Set Appointment.

OK Press the **OK** options button.

Display shows Enter Date: and the first digit is flashing.

Enter the day and month of the appointment, e.g . for 20th May enter 20.05.

OK Press the **OK** options button.

Display shows Enter Time: and the first digit is flashing.

Enter the hours and minutes of the appointment.

OK Press the **OK** options button.

Use the **UP/DOWN** navigation button to select am/Pm if in 12 hour mode.

OK Press the **OK** options button.

Display shows <Enter Text>.

Enter a name for the appointment, e.g. Dentist, using the keypad letters.

OK Press the **OK** options button.

Display shows Entry Saved.

Press the **RED PHONE** button to return to the idle display.

The icon will be displayed in the top right of the handset display to indicate that the appointment has been set.

Note

Your handset will only display an appointment if the handset is in idle mode. An appointment will not be displayed if the Room Monitor function is being used or if a call is in progress.

To stop the appointment call alarm ringing

When the alarm goes off it sounds like an incoming call and lasts for about 30 seconds. The display will also flash the name of the appointment.

OK Press the **OK** options button to switch the alarm off.

To cancel a set appointment call

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Calender/Clock`.

OK Press the **OK** options button.

Display shows `Set Appointment` with a ✓ underneath it.

OK Press the **OK** options button.

You will hear a tone and the ✓ will disappear to indicate that the appointment has been cancelled.

Press the **RED PHONE** button until you reach the idle display.

The ⏰ icon will have disappeared from the top of the handset display.

To switch off your handset's beeps and tones

You can switch off and on:

- Key beeps when you press each button on your handset
- Confirmation beeps when you have finished making a setting or action on your handset.
- Battery Low warning beep. You can also set this to sound only during a call.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Audio Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Advisory Tones`.

OK Press the **OK** options button.

OK Press the **OK** navigation button to switch the key tones On or Off.

Press the **DOWN** navigation button to move to the next line.

OK Press the **OK** options button.

Press the **UP** or **DOWN** navigation button to switch the battery low beep On or Off or to sound only during a call.

OK Press the **OK** options button to confirm the settings.

Press the **RED PHONE** button until you reach the idle display.

To switch auto talk on or off

When you receive a call, you can answer it simply by lifting the handset off the base station. This is called auto-talk. When you switch auto-talk off, you answer all calls by pressing the **GREEN PHONE** button.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Handset Settings`.

OK Press the **OK** options button.

The display shows `Auto Answer`.

OK Press the **OK** options button. A ✓ indicates auto talk is switched on. Press the **OK** options button again to switch auto-talk off.

Press the **RED PHONE** button until you reach the idle display.

To reset a handset

You can restore a handset to its factory settings.

The handset's Registration, the Directory and the Calls list are not affected.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Handset Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Reset Handset`.

OK Press the **OK** options button.

The display shows `reset to default?`

OK Press the **OK** options button to confirm reset.

The settings after a reset will be:

Ringer volume	**3**
Ringer melody	**1**
Auto talk	**On**
Battery low beep	**On**
Room monitor level	**off**
Room monitor level	**high**
Time control	**off**
Display language	**English**
Redial list	**deleted**

Press the **RED PHONE** button until you reach the idle display.

To switch keyguard on and off

You can lock the keypad so that it cannot be used accidentally while carrying it around.

Press *and hold* the **#** button. When the keyguard is switched on, the display will show the icon.

Press *and hold* the **#** button to switch the keyguard off.

To give a handset a name rather than a number

The handsets when registered are assigned numbers e.g. INT 1. You can give the handset a name instead of a number to match the user or location, e.g. Anne or Office. The name can be up to 10 characters long.

INT Press the **INT** options button to enter the internal call menu.

Press the **UP** or **DOWN** navigation button to select the handset you want to change the name or number of.

Press the **DOWN** navigation button to display Change Handset Name.

OK Press the **OK** options button.

◂C Press the **◂C** options button to delete the old name.

Enter the name you want *(see page 17)*.

OK Press the **OK** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

Note

This name will only appear in the internal list of handsets.

To change the internal number of a handset

Your handsets are automatically assigned internal numbers between 1-6. You can change these numbers.

INT Press the **INT** options button to display the list of handsets.

Press the **UP** or **DOWN** navigation button to select the handset you want.

MENU Press the **MENU** options button.

Edit Handset No. is displayed.

OK Press the **OK** options button.

Enter an available number. If the number is already assigned to another handset you hear a beep. Select another number.

If required, press the **UP** or **DOWN** navigation button to select another handset and use the keypad to change the number.

OK Press the **OK** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

Walk and talk

If you have more than one Diverse 5300 handset then you can use the walk and talk mode. This allows two handsets to communicate with each other outside the range of the base station. When they are out of range, however, they cannot receive external calls. The maximum range between the communicating handsets is 300 metres outdoors in ideal conditions. Please note that batteries are used more quickly in walk and talk mode.

Communication between two handsets is possible when:

- Both handsets are registered to the same base and have currently selected that base.
- The handsets are registered to different bases but are both set to `Best Base`.
- One of the handsets is not registered and the other handset is registered as `Best Base`.
- Neither handset is registered.

To switch walk and talk mode on and off

To switch walk and talk on:

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Additional Features`.

OK Press the **OK** options button.

Display shows `Room Monitor`.

Press the **DOWN** navigation button until the display shows `Walk and Talk`.

OK Press the **OK** options button.

You will hear a tone and the display will show `Walk and Talk`.

To switch walk and talk off:

MENU Press the **MENU** options button.

Display shows `Walk and Talk Off`.

OK Press the **OK** options button.

The display will return to the idle screen.

To use walk and talk

To call a handset:

When you have switched walk and talk mode on for at least two handsets as shown on *page 48*:

Press the **GREEN PHONE** button.

Display will show `Walk and Talk` `Call to all`

All handsets that are in walk and talk mode will be called. The connection will be made with the first handset to answer the walk and talk call.

To answer a call:

Press the **GREEN PHONE** button to take the call.

To end a call:

Press the **RED PHONE** button.

Room monitor

You can use a handset as a room monitor. If a certain noise level is reached, for example a baby crying, the handset will automatically dial an internal or external number which you have set.

The following points should be considered when using the room monitor:

- If you store an external number that has an answering machine connected, it should be switched off.
- Make sure Call barring is not set.
- Any incoming calls on the handset being used as the room monitor will not ring at the handset, however, the display will show when you have a call.
- The battery power is used up more quickly. If using for long periods of time it may be advisable to place the handset in the base to ensure that the battery does not run out.
- When an external number is called it will ring for approximately 90 seconds but room monitor calls to an internal number are unlimited.

To enter an external or internal number for your room monitor call

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows Additional Features.

OK Press the **OK** options button.

Display shows Room Monitor.

OK Press the **OK** options button.

Display shows Call Internal

Either:

To enter an internal number:

OK Press the **OK** options button.

Enter the internal handset number.

OK Press the **OK** options button.

Or:

To enter an external number:

Press the **DOWN** navigation button to scroll to Call External

OK and press the **OK** options button.

Display shows <Enter Number>

Enter the telephone number.

Display shows Entry Saved and then Room Monitor set to: with the last four digits of the telephone number.

To set the room monitor sensitivity level

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows Additional Features.

OK Press the **OK** options button.

Display shows Room Monitor.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows Level.

OK Press the **OK** options button.

Use the **UP/DOWN** navigation button to select either Low or High.

OK Press the **OK** options button.

A ✓ will be displayed to indicate that the level has been set.

Press the **RED PHONE** button until you reach the idle display.

To switch the room monitor off

MENU Press the **MENU** options button.

Display will show `Room Monitor off`.

OK Press the **OK** options button.

To switch the room monitor off from another phone

When you are called by the room monitor you can switch off the room monitor from that phone.

Answer the call.

Press the **9** and **#** button. The room monitor will be switched off.

Note

The other room monitor functions, e.g. no ringer will remain until you press the **MENU** *options button and* **OK** *options button on the handset that is set to room monitor.*

Base station settings

Base station PIN (Personal Identification Number)

Your base station PIN has a default setting of 0000 but you may want to change this to prevent unauthorised use of the handset(s).

If you change your PIN keep a record of the new number by writing it in the space provided on *page 9*.

To change the base station PIN

MENU	Press the **MENU** options button.
⬇	Press the **DOWN** navigation button until the display shows Base Settings.
OK	Press the **OK** options button.
	Select System PIN.
OK	Press the **OK** options button.
	Enter the current PIN (original setting = 0000).
OK	Press the **OK** options button.
	Enter the new PIN.
OK	Press the **OK** options button.
	Repeat the new PIN to confirm.
OK	Press the **OK** options button to save the new PIN.
	Press the **RED PHONE** button until you reach the idle display.

To reset the base

You can restore a base station to its factory settings. Resetting the base will not affect the system PIN or handset registration.

MENU	Press the **MENU** options button.
⬇	Press the **DOWN** navigation button until the display shows Base Settings.
OK	Press the **OK** options button.
⬇	Press the **DOWN** navigation button until the display shows Base Reset.
OK	Press the **OK** options button.
	Enter the current PIN (original setting = 0000.)
OK	Press the **OK** options button.
	Display shows reset to default?
OK	Press the **OK** options button to confirm reset.

The settings after a reset will be:

Calls list	**deleted**
Handset names	**INT 1- INT 6**
Dialling mode	**tone**
Flash time	**100ms**
Prefix	**deleted**
Pause after prefix	**3secs**
SMS provider number	**Pre-set number switched on**
SMS incoming and outgoing lists	**deleted**
Voice mail	**deleted**

Press the **RED PHONE** button until you reach the idle display.

Note

The ✓ icon beside `Repeater mode` *shows that it is ON.*

To set repeater mode

You can extend the range of your base station by purchasing a BT Diverse repeater. This boosts the signal and allows you to use your handset further away from the base station. If you want to use a BT Diverse repeater, you must switch this mode on.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Base Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Additional Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Repeater Mode`.

OK Press the **OK** options button. Display shows `Change repeater setting`.

OK Press the **OK** options button.

The message states *"Please wait"*. The phone will return to the main idle screen automatically.

Setting up and personalising your answering machine

You can operate your BT Diverse 5350 answering machine from:

- The base unit
- The handset
- Remotely from any external *Touchtone*™ telephone.

The factory setting for the answering machine is ON, so you can use it as soon as you have charged up your BT Diverse 5350. Your callers will be greeted with a pre-recorded outgoing message *'Hello, your call cannot be taken at the moment, so please leave your message after the tone'*.

You will need to set the date and time (if you have not already done so) so that you will know when each message was received. You can set the date and time manually *(see page 14)* or if you have subscribed to your network's Caller Display service, the date and time will be set automatically as soon as you receive your first call.

Outgoing messages

The outgoing message is the greeting a caller first hears when the answering machine picks up their call. Your BT Diverse 5350 gives you a choice of 2 outgoing messages, one for 'Answer and Record mode' and one for 'Answer Only mode':

Answer and Record

The pre-recorded outgoing message for Answer and Record mode is:

"Hello, your call cannot be taken at the moment, so please leave your message after the tone".

If you wish, you can record your own outgoing message. See *'To record your own outgoing message'*, on page 55.

When the answering machine takes a call, your BT Diverse 5350 will play your Answer and Record message and then your caller can leave a message.

Answer Only

There is no pre-recorded message for Answer Only so you will need to record your own, remembering to tell your caller that they will not be able to leave a message. See *'To record your own outgoing message'*, opposite.

When the answering machine takes a call, your BT Diverse 5350 will play your Answer Only message but *will not allow your caller to leave a message.*

To record your own outgoing message

Note

The minimum outgoing message length is 4 seconds and the maximum length is 2 minutes and 50 seconds.

If you record a message of less than 4 seconds, the display shows `Recording too short!` *If you pause during recording for longer than 2 seconds recording is stopped.*

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Voice Mail`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Announcements`.

OK Press the **OK** options button.

The display shows `Record Announcement`.

If you want to record a message for Answer and Record:

OK Press the **OK** options button.
Or

If you want to record a message for Answer Only:

Press the **DOWN** button until the display shows `Record Announce Only` and then press the **OK** options button.

The display shows `Press "OK" Speak after tone.`

Press the **OK** options button to confirm you are ready to record your message.

After you hear the short beep, speak your outgoing message clearly into the handset.

To stop recording press the **OK** options button.

The display shows `Recording saved`, you hear a confirmation tone and your message is played back to you.

Note

To cancel recording at any time, press the button.

If you cancel while recording: In Answer and Record mode – the display will show `Announcement deleted!` *and the pre-recorded outgoing message will be used again.*

In Answer Only mode – the display will show `Announce only not available!`

Press *and hold* the **RED PHONE** button to return to the idle screen.

To play your outgoing message

Press the **MENU** options button.

Press the **Down** button until the display shows `Voice Mail`.

Press the **OK** options button.

Press the **DOWN** button until the display shows `Announcements`.

Press the **OK** options button.

Press the **DOWN** button until the display shows `Play Announcement`, to play your Answer and Record message.

Or

Press the **DOWN** button *again* to display `Play Announce Only` to play the Answer Only message.

Press the **OK** options button.

You will hear your outgoing message via the loudspeaker.

Note

If you have not recorded an Answer Only outgoing message the display will show `Announce only not available!`

Press *and hold* the **RED PHONE** button to return to the idle screen.

To select the outgoing message your callers will hear

MENU Press the **MENU** options button.

Press the **Down** button until the display shows Voice Mail.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows Announcements.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows Set Answer Mode.

OK Press the **OK** options button.

The display shows Answer and Record.

To select Answer and Record:

OK Press the **OK** options button,

A ✓ shows Answer and Record mode is selected.

Or

To select Answer Only:

Press the **DOWN** button *again* to display Announce Only.

OK Press the **OK** options button.

A ✓ shows Answer Only mode is selected.

Note

If you have not recorded an Answer Only outgoing message the display will show Announce only not available!

Press *and hold* the **RED PHONE** button to return to the idle screen.

To delete your outgoing message

If you delete your own outgoing message:

In Answer and Record mode –

The pre-recorded outgoing message is automatically reinstated.

In Answer Only mode –

The answering machine switches itself off.

MENU Press the **MENU** options button.

Press the **Down** button until the display shows Voice Mail.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows Announcements.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Delete Announcement`.

If you want to delete the Answer and Record Message:

OK Press the **OK** options button.

Or

If you want to delete the Answer Only message:

Press the **DOWN** button *again* to display `Delete Announce Only`.

OK Then, press the **OK** options button.

The display shows `Delete Are you sure?`

OK Press the **OK** options button to confirm.

The display shows `Announcement deleted!`

Press *and hold* the **RED PHONE** button to return to the idle screen.

Answer Delay

Answer delay sets the number of times your BT Diverse 5350 will ring before the answering machine picks up a call and starts playing the outgoing message.

You can choose for the answering machine to pick up immediately, after 10 seconds, after 20 seconds (pre-set setting) or after 30 seconds. You can also select 'Auto' which is the Time Saver setting.

Time Saver can save you the cost of a call when you want to ring in to find out if you have new messages.

- If your answering machine answers after 10 seconds, you have new messages.
- If it answers after 20 seconds, you do not have new messages.

So if you wait for approx. 15 seconds, you can end the call without the cost of being connected, knowing you have no new messages.

To change the answer delay setting

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Voice Mail`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Ring Delay`.

OK Press the **OK** options button.

Press the **UP** or **DOWN** button to select the setting you want – `Immediately`, `10 sec`, `20 sec`, `30 sec` or `Auto`.

OK Press the **OK** options button to confirm.

A ✓ is shown next to the selected answer delay setting.

Press *and hold* the **RED PHONE** button to return to the idle screen.

Setting the message length

You can specify the time limit your callers have to leave a message. The choices are 30 seconds, 60 seconds, 120 seconds (this is the factory setting) or Maximum (remaining record time).

To adjust the message length

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Voice Mail`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Records`.

OK Press the **OK** options button.

The display shows `Message Length`.

OK Press the **OK** options button.

Press the **UP** or **DOWN** button to select the required message length – `Maximum`, `30 sec`, `60 sec` or `120 sec`.

OK Press the **OK** options button to confirm.

A ✓ is shown next to the selected message length.

Press *and hold* the **RED PHONE** button to return to the idle screen.

Call screening

From your base station or handset, you can listen in to a caller leaving their message. This feature can be switched on or off on either the handset or on the base station. The factory setting is on.

To use call screening

MENU Press the **MENU** options button.

Press the **Down** button until the display shows `Voice Mail`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Call Screening`.

OK Press the **OK** options button. The display shows `Handset`.

To switch the Handset Loudspeaker ON or OFF:

OK Press the **OK** options button.

A ✓ shows when call screening is set to ON.

To switch the Base Loudspeaker ON or OFF:

Press the **Down** button until the display shows `Base`.

OK Press the **OK** options button.

A ✓ shows when call screening is set to ON.

Press *and hold* the **RED PHONE** button to return to the idle screen.

Note

During a call you can switch off call screening by pressing the **RED PHONE** *button.*

Quick access button setting

Your BT Diverse 5350 comes preset so that you can quickly access your answering machine messages by pressing the **ENVELOPE** button.

If you have Call Minder or a Network Messaging Service set up on your BT Diverse 5350 you may want to change this setting, so that when you press the **ENVELOPE** button you have quick access to your mailbox, instead of to the built-in answering machine. For more information on Voice Mail, *see page 37*.

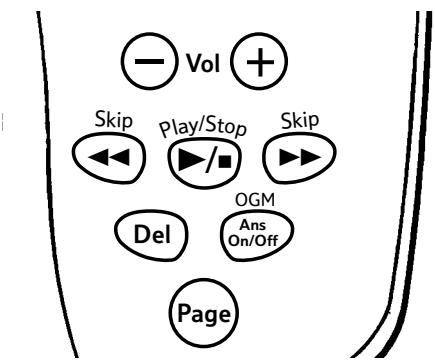
Using the BT Diverse 5350 answering machine via the base unit

Note

If the answering machine is being operated from the handset or it is recording a message, it ***cannot*** *be operated from the base at the same time.*

You can operate and use the main answering machine functions via the buttons on the base, when the handset is in standby mode.

For more advanced functions you will need to refer to the instructions in the section *'Using the BT Diverse 5350 answering machine via the handset'*.



To switch the answering machine on and off

OGM Ans On/Off

Press the **ANSWERING MACHINE** button to switch ON or OFF.

When you switch the answering machine ON:

The **ANSWERING MACHINE** button lights up and the available recording time is announced.

In idle mode, the handset display shows the icon.

When you switch the answering machine OFF:

The **ANSWERING MACHINE** button light goes out and the icon disappears from the handset display.

New message indicator

If you have a new message stored on your answering machine, the **ANSWERING MACHINE** button light on the base will flash to alert you. This will still happen, even when the answering machine is switched off.

To playback messages

Press the ►/■ button.

During playback:

Press the ◄ button to repeat the current message.

Press the ◄ button *twice* to skip back to the previous message.

Press the ► button to play the next message.

Press the ► button *twice* to skip forward to the message after next.

Press the ►/■ button to stop playback.

Press the **DEL** button to delete the current message.

To adjust the loudspeaker volume during playback

Press the **–** button to decrease the volume.

Press the **+** button to increase the volume.

Using the BT Diverse 5350 answering machine via the handset

Note

If the answering machine is being operated from the base or it is recording a message, it **cannot** *be operated from the handset at the same time.*

To switch the answering machine on and off

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Voice Mail`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Answer Machine`.

OK Press the **OK** options button.

The display will show a ✓ when the answering machine is set to ON.

When you switch the answering machine ON:

The **ANSWERING MACHINE** button lights up and the available recording time is announced.

In idle mode, the display shows the icon.

When you switch the answering machine OFF:

The **ANSWERING MACHINE** button goes out and the icon disappears from the display.

To interrupt a call

If a caller is leaving a message, you can interrupt and take the call at the handset.

While the caller is leaving their message:

Press the **GREEN PHONE** button. The machine stops recording and you can talk to your caller.

Note

If 2 or more seconds have already been recorded when you take the call, the call will still be displayed as a new message.

New message indicator

If you have a new message stored on your answering machine, the ✉ icon on the handset display will flash to alert you. This will still happen, even when the answering machine is switched off.

Playing messages

To listen to your messages

✉ Press the **ENVELOPE** button.

▼ Press the **DOWN** button until the display shows `e.g. Answering Mach. 01+04`.

- The first 2 digits (e.g. `01`) refer to the number of new messages saved.
- The last 2 digits (e.g. `04`) refer to the number of old messages saved.

OK Press the **OK** options button.

Your message(s) will be played back to you over the handset loudspeaker.

Playback begins with the first new message. At the start of each message, the number of the message and the day and time the message was received are announced.

When all new messages have been played, old messages will follow.

If there are no new messages, just the old messages will play back.

At the end of all messages, you hear the end of messages tone.

Once you have played back a message it is classed as an 'old' message.

Answering machine operation during playback:

To pause playback:

MENU Press the **MENU** options button, *'Pause'* is announced and the display shows `Continue`.

OK Press the **OK** options button to resume playback.

To change the playback volume:

MENU Press the **MENU** options button, *'Pause'* is announced and the display shows `Continue`.

▼ Press the **DOWN** button until the display shows `Volume`.

OK Press the **OK** options button.

Press the **LEFT** or **RIGHT** button to decrease or increase the volume.

To repeat the current message:

Press the **UP** button.

To skip back to the previous message:

Press the **UP** button *twice*.

To play the next message:

Press the **DOWN** button.

To skip forward to the message after next.

Press the **DOWN** button *twice*

To delete the current message.

Press the **◂C** options button. `Message deleted!` is displayed and announced.

Press *and hold* the **RED PHONE** button to return to the idle screen.

Note

If playback is stopped for more than a minute the answering machine returns to the idle screen.

To delete all messages

You can only delete old messages, so you must listen to your messages before you can delete them.

MENU Press the **MENU** options button.

'Pause' is announced.

Press the **DOWN** button until the display shows `Delete all`.

OK Press the **OK** options button.

The display shows `Really?`

OK Press the **OK** options button.

`Deleted` is displayed and *'Messages deleted'* is announced.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To record a memo message

You can record a memo that other users can listen to and delete just like a message that has been received.

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Voice Mail`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Record Memo`.

OK Press the **OK** options button.

Display shows `Press OK. Speak after tone.`

OK Press the **OK** button and speak your message.

OK Press the **OK** button to stop recording.

Note

If you press the **RED PHONE** *button while recording a memo, the recording will be cancelled and the memo will not be saved.*

To copy a telephone number of a message to the directory

During message playback:

MENU Press the **MENU** options button.

'Pause' is announced.

Press the **DOWN** button until the display shows `Copy to Directory`.

OK Press the **OK** options button.

The display shows the callers telephone number.

OK Press the **OK** options button.

The display show `<Enter Name>`.

Enter a name using the keypad.

MENU Press the **MENU** options button .

The display shows `Save Entry`.

OK Press the **OK** options button.

The display shows `Entry Saved` and you hear a confirmation tone.

Playback then resumes automatically.

Operating the answering machine using voice activation

You can use voice commands to control message playback. To use voice activation you must switch the voice prompts feature on. Four users (User 1 to 4) can store a recording of the commands **Delete**, **Forward** and **Back**. When recording you must speak all 3 commands in the above order.

To record your voice commands

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Voice Mail`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Voice Prompts`.

OK Press the **OK** options button.

Display shows `Record Word`.

OK Press the **OK** options button.

Display shows `Record Word: Select User`.

OK Press the **OK** options button.

Press the **UP/DOWN** button to select the User you want (User 1-4).

OK Press the **OK** options button.

Display shows `Press OK. Speak after tone`.

OK Press the **OK** options button.

You will be prompted to speak the words **Delete**, **Forward** and **Back**. You will be asked to repeat the command each time. If the command sounds too different the prompt will ask you to speak them again. You will hear a tone to indicate that the command has been saved each time.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To switch the voice prompts on and off

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows `Voice Mail`.

OK Press the **OK** options button.

Press the **DOWN** button until the display shows `Voice Prompts`.

OK Press the **OK** options button.

Display shows `Record Word`.

Press the **DOWN** button until the display shows `Voice Control`.

OK Press the **OK** options button to switch on and off. The tick indicates that the feature is switched on.

Press *and hold* the **RED PHONE** button to return to the idle screen.

To operate the answering machine using voice activation

Whilst playing messages using the handset:

Press *and hold* the **GREEN PHONE** button.

The loudspeaker will come on and you will hear a tone.

Speak your command (**Delete**, **Forward** or **Back**). If deleting a message, you will be asked to repeat the word **Delete** to confirm deletion.

Remote access

You can operate your answering machine from any external *Touchtone*™ phone by phoning your BT Diverse 5350 and entering your base station PIN.

Using this code prevents other people from accessing your answering machine functions without your permission.

IMPORTANT

You must change the base station PIN from the Original setting of 0000 *for your remote access to function. See 'To change the base station PIN', page 52.*

To switch on your answering machine from another phone

If you forget to switch your answering machine on, you can do it from another phone.

Dial your telephone number and let the phone ring for approximately 1 minute.

When you hear the announcement *'Please enter PIN'*. Enter the base PIN (must be changed from 0000).

The recording time left will be announced. Any messages are played back to you.

When you end the call, your answering machine will be switched on.

To access and play your answering machine messages from another phone

Dial your telephone number.

When you hear your outgoing message:

Press the **9** button.

Enter your base PIN.

Your machine tells you whether you have any new messages. The messages are now played back.

To control the answering machine functions during playback:

To repeat the current message. Press *twice* to skip back to previous message.

To pause/resume playback.

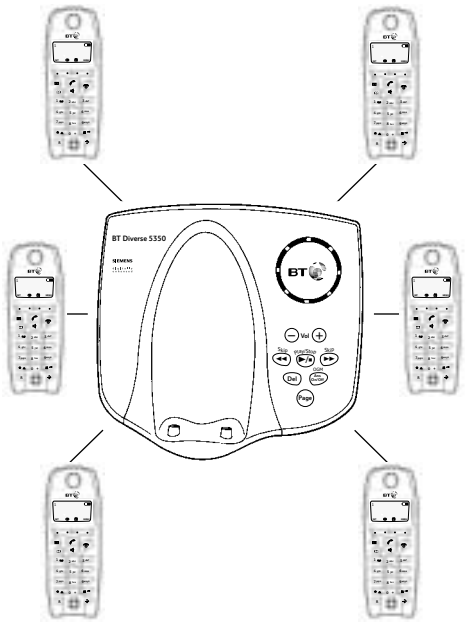
To skip forward to the next message.

Press *twice* to skip to the following message.

To delete the current message.

Using additional handsets and bases

Up to six handsets can be registered and operated from the BT Diverse 5350 base station. This allows you to make an internal call between two handsets while a third is making an external call.



Each handset can only be registered with one base at a time.

Registering additional handsets

If you purchase new handsets to use with your current BT Diverse 5350, they will not be pre-registered to a base station. You will need to do this before you can use them.

To register a new BT Diverse 5300 handset to a 5350 base station

For this method of registration your handset must be a BT Diverse 5300.

Place your handset in the base station.

Ensure that the handset is switched on.

After about 1 minute, the handset's internal number will be displayed, e.g. `INT 2`.

The next available internal number (**2-6**) has been automatically assigned to the handset.

Note

If all internal numbers have been assigned then the internal number 6 will be re-assigned.

You can change the internal handset number if you wish, see page 47.

To manually register a BT Diverse 5300 handset to another base station

If you want to register your handset to another base station you will need to manually register it.

On the handset to be registered:

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Handset Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Register Handset`.

OK Press the **OK** options button.

Enter system PIN.

OK Press the **OK** options button.

Page

If the base station is a BT Diverse 5310 or 5350 base press the **PAGE** button for approximately three seconds.

After approximately one minute the handset will display its internal number. The handset is now registered and the handset display will return to the idle screen.

If the base is not a 5310 or 5350 you will need to follow the user guide for the base station you are registering the 5300 handset to.

Note

To make internal calls or page handsets, see page 28.

To register BT Diverse 2000/ 3000/4000 series handsets and other makes

Providing your handset is GAP (Generic Access Profile) compliant, you can register it to your BT Diverse 5350 base.

Place your handset into registration mode according to the instructions in its user guide.

When the handset is in registration mode, you will need to press the **PAGE** button located on the top of your BT Diverse 5350 base station, for approximately three seconds. After a short period of time the handset will be registered. The BT Diverse 5350 will allocate the next available handset number.

Note

To check that the handset has registered successfully to the base, press the **PAGE** *button, all handsets will ring.*

To de-register a handset

INT Press the **INT** navigation button to display the list of internal handsets registered to the base.

Press the **UP** or **DOWN** navigation button to select the handset you want to de-register.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `De-register Handset`.

OK Press the **OK** options button.

Enter the base station PIN (original setting = `0000`).

OK Press the **OK** options button.

Display shows `de-register handset?`

OK Press the **OK** options button to confirm de-registration.

Press the **RED PHONE** button to return to the idle screen.

Help

Try these solutions to the most common problems.

Problem	Possible cause	Solution
Handset not registering.	The base is not powered. There are no batteries in the handset.	Make sure that the power supply is plugged in at the base and switched on. Make sure that the rechargeable batteries (included) are fitted in the handset correctly. Switch the handset off and then back on again, place the handset on to the base again and leave for approx. 1 minute to try registering again. If this is still unsuccessful, then try a manual registration (see page 70).
You have forgotten your base station PIN number.	You have changed the PIN.	Try entering the default PIN (0000). If you have changed the PIN and cannot remember the number you will need to contact the BT Diverse Helpline on 08457 908070.
No display.	The handset is switched off.	Hold down **RED PHONE** for 1 second. Charge or replace the batteries.
Nothing happens when you press any button.	Keyguard may be switched on.	Hold down the **#** button for 1 second.
No connection between handset and base station.	Are you out of range of the base station. Handset is not registered. Base station is not switched on.	Move closer to the base station. Register the handset. Check the mains power is connected correctly.
Handset on the base does not charge.	Is the handset placed on the base properly? Are the batteries in correctly?	Make sure that the handset is placed on the base or in the charger correctly. You will hear a confirmation tone. Check that you have put the batteries in the right way, you will hear a confirmation tone.

BT Diverse Helpline – 08457 908 070

Handset does not ring.	The handset ringer may be switched off.	Hold down ✱ to switch the ringer back on.
The incoming caller's number is not displayed even though you have Caller Display.	The caller's number has been withheld.	Caller has to allow their number to be sent.
You keep hearing the error beep (a descending tone).	You have pressed the wrong button in a sequence.	Check the prompts in the display or refer to instructions in the user guide.
The answering machine does not record any messages or announcements.	Memory is full.	Delete old messages. Playback and delete new messages.
An answering machine message does not have a time stamp.	The date/time is not set.	Set the date/time, *see page 13*.
During remote operation you are unable to access messages	You have not changed the base station PIN.	Change the base station PIN to allow you to access messages from another phone.
You cannot record your voice pattern for voice activation.	Your recordings might have sounded too different or were not clear enough.	Try recording again but ensure you speak clearly and record the words using a similar tone.
You cannot dial, or use the answering machine via voice activation.	Your speech or commands were not clear enough or, you have not recorded the voice activate for these commands.	Try speaking more closely or, ensure voice activation is initiated.

General information

Guarantee

Your BT Diverse 5350 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Diverse 5350, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12-month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 72, or contact the BT Diverse Helpline on **08457 908070** for assistance.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside the 12-month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Helpline on **08457 908070** and ask for details of our recommended repair agents.

BT Accessories and Replacement Items

For a full range of accessories and replacement items for BT products please call **0870 240 5522**, or visit:

With and WithoutWires.com

Technical information

How many telephones can you have on the line?

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line.

The BT Diverse 5350 (with up to 6 handsets) has a total REN of 1.

Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. (For example: if the BT Diverse 5350 is used in conjunction with three extension telephones, each with a REN of 1, then the total REN = 4)

Only use approved power supply item code M-GA35-095130F.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC). In demonstration with the Essential Requirement for efficient use of the radio spectrum, the product complies with TBR6. For a copy of the Declaration of Conformity please contact the BT Diverse Helpline on **08457 908070**.

Switchboard compatibility

Generally this telephone may be connected to switchboards. In the event of any difficulties please consult your switchboard Service Provider.

To set the dialling mode

You need only adjust this setting if your switchboard does not operate with the pre-set tone dialling. You can change the dial mode to pulse dialling.

MENU Press the **MENU** options button.

▼ Press the **DOWN** navigation button until the display shows `Base Settings`.

OK Press the **OK** options button.

▼ Press the **DOWN** navigation button until display shows `Additional Features`.

OK Press the **OK** options button. Display shows `Dialling Mode`.

OK Press the **OK** options button.

▼ Press the **DOWN** navigation button to select:
- Tone (with TBR)
- Pulse (with Earth Recall)
- Tone-Earth (tone with Earth loop recall)

OK Press the **OK** options button to confirm. The display shows `Entry Saved`.

Press the **RED PHONE** button until you reach the idle display.

To set the recall time

You need only adjust this setting if your switchboard requires a different recall time to the pre-set recall time of 100ms.

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Base Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Additional Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Recall`.

OK Press the **OK** options button.

Press the **DOWN** navigation button to select the recall time `80`, `100`, `120`, `180`, `250`, `300ms` or `600ms`.

OK Press the **OK** options button to confirm. The display shows `Entry Saved`.

Press the **RED PHONE** button until you reach the idle display.

Note

100 ms is the standard setting for most UK switchboards.

To switch temporarily from pulse to tone dialling

If you are using pulse dialling with your switchboard but need tone dialling to use certain functions on your BT Diverse 5350 you can switch to tone dialling during the call.

During your call:

MENU Press the **MENU** options button.

Press the **DOWN** navigation button until the display shows `Tone dialling`.

OK Press the **OK** options button. Tone dialling is now active.

Press the **RED PHONE** button until you reach the idle display.

Note

This setting is only for the duration of the call.

Setting pauses

Note

If you want to insert a pause into a telephone number you are storing in your directory, start storing the number (see page 17) and where a pause is needed press ***and hold*** *the* **RECALL** *button, the pause is added and stored with the number.*

To set a pause before dialling

You can insert a pause to allow your switchboard time to get a line before your BT Diverse 5350 dials the number.

MENU Press the **MENU** options button.

8 tuv Press the **8** button.

9wxyz Press the **9** button.

1 Press the **1** button.

1 Press the **1** button.

Enter the number for the corresponding pause length (e.g. **4** for 6 seconds):

1 = 1 second
2 = 2 seconds
3 = 3 seconds
4 = 6 seconds.

OK Press the **OK** options button to confirm the setting. 'Entry Saved' is displayed.

To set the duration of a pause

You can set the length of a pause that is inserted after pressing the **RECALL** button.

R

MENU Press the **MENU** options button.

8 tuv Press the **8** button.

9wxyz Press the **9** button.

1 Press the **1** button.

2 abc Press the **2** button.

Enter the pause length:

1 = 800ms
2 = 1600ms
3 = 3200ms

OK Press the **OK** options button to confirm the setting.

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